

AIRPORT SERVICES OFFICER

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Company: Emirates Group

Location: İstanbul

Category: other-general

Job Purpose

- Analysing anticipated operational problems such as overbookings, adverse weather conditions, delays, cancellation of flights, crew flight time limitations etc., undertaking necessary remedial action to ensure disruptions are minimized and the passenger service levels are not impacted.- Ensuring the Handling Agent, caterers and other service providers are fully briefed regarding Emirates' requirements for the day's operation including any special handling, and update this information as necessary in order to ensure a smooth operation and avoid unnecessary expenditure and inconvenience to our passengers.- Controlling expenditure on damage baggage replacement and lost baggage claims and delegation of baggage claims processing to Supervisors/ASAs to ensure all of the baggage services aspects are processed effectively and in a timely manner.- Assisting the Airport Services Manager in preparing the staff annual leave plan as necessary and ensuring staffing levels are optimised.Undertaking various administrative duties as delegated by Airport Services Manager, including preparation of the monthly station report and attending various meetings to ensure Emirates interests/requirements are appropriately represented at such meetings. Providing cover for the ASM in his/her absence. This requires 24/7 availability in case of emergency.- Assisting the ASM in the Employee Performance Management process and in conducting staff performance reviews in line with Performance Matters (i.e. setting staff's objectives and development plans) as well as supporting, coaching and guiding staff members to ensure maintenance of passenger service and other standards, such as grooming.- Managing and administering all operational/supervisory activities on a shift basis and ensure appropriate

control of processes related to document and information consolidation (in order to safeguard revenues, operational data and avoid discrepancies).- Undertaking projects from time to time as advised by the Airport Services Manager in relation to operational standards and procedures, thereby improving efficiency and quality of service delivered at the station.- Assisting the ASM in ERP (Emergency Response Planning) and other relevant tasks.

Qualifications & Experience

- A good level of secondary education or equivalent.- Proven experience in Managing/Supervising a team.- Must have completed advanced level training courses in Passenger Services, Ground Operations.- A working knowledge of Reservations/Fares and Ticketing, Departure Control Systems.- Knowledge of Dangerous Goods Regulations & Weight & Balance.- Knowledge of Baggage Tracing and Claims Handling.- Knowledge of Microsoft Word/ E-mail/Excel advantageous.- Proven administration and organizational skills.- A background in airport ground services, including proven experience in a supervisory position.- Fluent in written and spoken English and Turkish.Information- Staff can only apply if they have completed a minimum of 1 year of service with the Company/in their current position. Staff who have moved to their current position following a lateral transfer may apply at any time.- Candidates must apply through Groupworld.- Candidates must have the legal right to live and work in Turkey. The Company will not assist with obtaining work permits.

Salary & Benefits

Join our growing team and enjoy a competitive remuneration package, discounts on flights and hotel stays. Find out more about working with us in our website
www.emirates.com/careers

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